

Green County Job Description

Job Title: DISPATCHER
Department: SHERIFF'S OFFICE
Reports to: LIEUTENANT/CHIEF DEPUTY
Status: Full-Time/Courthouse Payroll Group 9
FLSA Status: Nonexempt/Nonunion Position (Approved by Personnel January, 2014)
Prepared by: Green County Clerk's Office/Sheriff's Office
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Approved by: Personnel and Labor Relations Committee
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SUMMARY

Sheriff's Dispatchers perform a wide variety of communication-related tasks; receive complaints and requests for services from citizens and public safety personnel; operate varied and complex communications equipment; monitor and direct the status of public safety personnel; control access to secure jail areas but does not have regular interaction with inmates and perform related work as required. Dispatchers generally work weekends, holidays and may require rotating shifts.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Operates radio transmitters in accordance with the Federal Communications Commission rules and regulations and maintains radio traffic logs.
- Operates the Time System teletype machine (TIME) used for driver's license checks, registration checks, checks for wanted persons, etc. and other data processing systems, and maintains confidentiality and secrecy of information.
- Answers incoming emergency and nonemergency telephone calls. Identifies nature of the report and the proper agencies to respond.
- Controls access to secure jail areas but does not have regular interaction with inmates.
- Acts as liaison between public officials and the general public.
- Performs such other duties as may be assigned from time to time.

SUPERVISORY RESPONSIBILITIES

This job has no supervisory responsibilities.

QUALIFICATIONS *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.*

EDUCATION and/or EXPERIENCE

At least 20 years of age, U.S. citizen, high school diploma, no felony or domestic abuse related crime convictions, Telecommunications certified or certifiable within two years of employment date by successfully completing a dispatcher certification program which includes successfully completing and maintaining a state TIME certification.

LANGUAGE SKILLS

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or government regulations. Ability to effectively present information and respond to

questions from groups of managers, clients, customers, and the general public. Ability to speak clearly and concisely and understand radio messages and signals. Ability to read maps.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts. Ability to apply concepts such as fractions, percentages, ratio, and proportions to practical situations.

REASONING ABILITY

Ability to solve practical problems and deal with a variety of situations where only limited information exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form. Be able to quickly, clearly and concisely convey and receive information in often stressful situations, have good written and public relation skills, and be able to multi-task effectively.

CERTIFICATES, LICENSES, REGISTRATIONS

Mandatory requirements include: U.S. citizen, high school diploma or equivalent, and certified or certifiable by completing dispatch-related certifications and the TIME Certified Training Program.

PHYSICAL DEMANDS The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee frequently is required to reach with his/her hands and arms. The employee is occasionally required to stand, walk, stoop, kneel, crouch, or crawl, and taste or smell. The employee must regularly lift and/or move up to 10 pounds and occasionally lift and/or move up to 50 pounds. Must have speaking and hearing abilities to communicate verbally on the telephone and in person, and to hear normal speech and to see standard type and/or hearing and vision is to be correctable to normal limits. Specific visual abilities required by this job include close vision and distance vision.

WORK ENVIRONMENT The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

While performing the duties of this job, the employee is normally in an inside environment and occasionally exposed to wet and/or humid conditions. The noise level in the work environment is usually moderate.

This position description has been prepared to assist in defining job responsibilities, physical demands, working conditions and skills needed. It is not intended to limit or modify the right of any supervisor to assign, direct and control the work of employees under supervision. Green County retains and serves any or all rights to change, modify, amend, add to or delete from any section of this document, as it deems in its judgment, to be proper.

This job description is not a contract for employment.

Green County is an equal opportunity employer, in compliance with the Americans with Disabilities Act. The County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

Employee Signature

Date

Supervisor Signature

Date